





Secretary of Veterans & Defense Affairs

Budget Overview for the Public Safety Subcommittee of Senate Finance & Appropriations Committee

Secretary Craig C. Crenshaw

FY23-24 Introduced Budget

Secretary of Veterans and Defense Affairs **Grant Fund FY23:** \$10,000,000 Virginia Department of Veterans Services Total Operating FY23: 15 FTEs and \$5,645,330 (GF) Operating FY24: 15 FTEs and \$4,109,298 (GF) Capital FY23: \$6,706,461 (GF) and \$16,588,042 (NGF) Governor Youngkin Amendment: **Operating FY23:** 33 FTE (planned) and \$9,000,000 (GF) Operating FY24: 33 FTE (planned) and \$9,000,000 (GF) Department of Military Affairs Total Operating FY23: 20 FTEs and \$2,575,741 (GF) Operating FY24: 0 FTEs and \$1,649,741 (GF) Capital FY23: \$3,250,000 (GF) \$9,000,000 (NGF) Capital FY24: \$250,000 (GF) Veterans Service Foundation Total **Operating FY23:** \$55,044 (GF) **Operating FY24:** \$55,044 (GF)

Office of the Secretary of Veterans & Defense Affairs







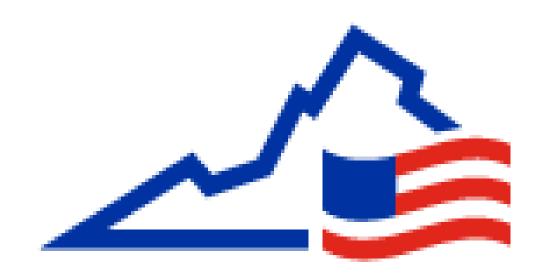
Office of the Secretary of Veterans & Defense Affairs

+\$10,000,000(FY23) \$0.00 (FY24) (Item 468)

<u>Create a Virginia Military Community Infrastructure Grant Program:</u>

- ➤ Provides a share (50%) of local match for military communities to pursue Department of Defense grants to support community infrastructure sustainment and resilience projects that provide mutual benefit with partner military installations. Allows the Governor discretion to distribute funds to military communities in support of growing Military investment in Virginia.
- ➤ Managed by Secretary of Veterans and Defense Affairs

Virginia Department of Veterans Services (DVS)



DVS Operating Locations

Springfield

Staunton

Strasburg

Tazewell

Williamsburg

* VVFS: Underlined offices

indicate co-location of VVFS

and Benefits Services offices.

Virginia Veteran and Family

Wytheville

Virginia Beach - Oceana

Virginia Beach - Pembroke



Benefits Services Offices

- Abingdon
- 2 Accomac
- Big Stone Gap
- Charlottesville
- Chesapeake
- Danville
- Emporia
- 8 Fairfax
- Fort Belvoir
- Fort Lee
- Fredericksburg
- 1 Hampton
- Hampton VA Medical Center
- 14 Henrico
- 15 Loudoun
- (6) Lynchburg
- **Manassas**
- McGuire VA Medical Center (Richmond)
- Morfolk
- 20 Pentagon
- Petersburg
- Portsmouth
- Quantico
- Roanoke
- Salem VA Medical Center
- South Hill

Care Centers





Opening 2022:

Jones & Cabacoy Veterans
Care Center, Virginia Beach

Puller Veterans Care Center, Fauquier County

Virginia War Memorial Richmond

Cemeteries

Virginia Veterans Cemetery, Amelia

Albert G. Horton, Jr., Memorial Veterans Cemetery, Suffolk

Southwest Virginia Veterans Cemetery, Dublin



Veteran and Family Support Services



+\$5,427,500 (FY23 GF) +\$5,513,000 (FY24 GF) (Item 470)

• **Mission**: provide resource referrals, care coordination, and supportive services for behavioral health and rehabilitative needs

Core Services

- Behavioral health, rehabilitative, and supportive services (Resource Specialists)
- Peer recovery support (Peer Specialists)
- Veteran Dockets (Veteran Justice Specialists)

· Introduced Budget:

- Suicide Prevention Coordinator: in conjunction with agency partners, lead state efforts to reduce suicide among SMVF;
- Fredericksburg and South Hill Resource Specialists: connect veterans and family members to federal/state/community resources (ex. behavioral health, social services, emergency assistance, employment, etc.);
- Housing and Criminal Justice Coordinator: coordinate agency efforts to identify veterans who are facing housing insecurity and connect them with resources. Address issues concerning justice-involved veterans, including preventing recidivism, reintegrating veterans who have been released from incarceration
- SMVF suicide and opiate prevention/intervention program (\$5M): Governor's Challenge; VISR; communications; data collection, analysis, and dissemination; training; and grants to community partners

Veterans Benefit Services



+\$1,198,149 (FY23 GF) +\$1,327,783 (FY24 GF) (Item 470)

• **Mission:** provide Virginia's veterans and their family members with accurate, timely, and ethical education and assistance in obtaining the federal and state benefits they have earned through service and sacrifice to our Commonwealth and nation.

• Core Activities:

- Claims: Veterans Service Representatives (VSRs) assist Virginia's veterans in filing for federal disability compensation, pension, and medical benefits.
- **Appeals:** Licensed Attorneys, Appeals Specialists, and an assistant who provide legal assistance to claimants challenging adverse USDVA decisions.
- Access to federal, state, and community programs: Veterans Service Administrators (VSAs) assist VSRs; provide "no wrong door" connections to other benefits

• Introduced Budget:

- New VSRs in highest demand/underserved areas (Loudoun, Staunton/Harrisonburg, and Salem);
- Appeals Attorneys: hire two new to meet increased demand; salary adjustment to keep current;
- NoVa salary differential: address recruitment and retention in high cost-of-living area;
- Rent increases for five Benefits offices (leased space)

Veteran Education Services



+\$870,000 (FY23 GF) +\$415,000 (FY24 GF) (Item 470)

• **Mission:** the Virginia Military Survivors and Dependents Education Program (VMSDEP) provides education benefits to spouses and children of military service members killed, missing in action, taken prisoner, or who became at least 90% disabled as a result of military service.

Core Activities

- Review applications and determine eligibility for benefits under the VMSDEP
- Outreach

Introduced budget

- Respond to recent legislation that expanded eligibility for benefits under VMSDEP
 - Applications received: FY19 = 1,207; FY20 = 2,432; FY21 = 3,185
- Deploy new user application portal (\$500,000 in FY23)
- Two specialists to adjudicate applications and work with school liaison positions
- Program manager to identify eligible veterans and families, and to increase the visibility of the program statewide.

Veterans Transition Services



+\$367,500 (FY23 GF) +\$441,000 (FY24 GF) (Item 470)

- **Mission:** work with transitioning service members (TSMs) and their families to ensure that they have the support, benefits, and resources to successfully transition to civilian life and employment in Virginia
- Core Activities
 - Help TSMs, veterans, and their families find employment, go to school, and connect with other veterans services;
 - Industry specific pathways
 - In-person and virtual services that enable access
- Introduced Budget: three transition coordinators to assist service members, veterans, and their families find transition to civilian employment, settle in the community, and connect to other resources. Assist relocating military spouses find work. Virginia is home to 20+ military installations supporting multiple branches of services. Each year, over 20,000 military personnel transition from these bases.



Information Technology and Security

+\$2,103,833 (FY23 GF) +\$735,000 (FY24 GF) (Item 472)

• Mission: provide safe and reliable IT services so that the DVS staff can focus on fulfilling the agency's mission

Core Activities

- Implement and ensure compliance of policies governing security
- Monitor agency assets and networks
- Provide IT applications
- Support DVS IT resources / telecom

• Introduced Budget:

- Information Security Officer: perform and resolve network audits and manage the agency's IT security program;
- IT infrastructure to enhance security in 34 benefits offices and at the state veterans cemeteries in Dublin and Suffolk
- Purchase a system to monitor the use of information system accounts within the agency (\$613,000 in FY23). \$60,000 in FY24 for ongoing operational costs
- Lead IT engineer to address workload issues; monitor network performance and integrity; design and implement network solutions agency-wide; and address outages and other issues at the agency's benefits offices, care centers, and veterans cemeteries
- Purchase a new case management system to manage client data across programs and to provide a user interface for clients to more easily submit information to the agency (\$1,075,000 FY23). \$200,000 in FY24 funds for ongoing operational costs

Capital Projects



\$6,462,147 (FY23 GF) \$12,001,133 (FY23 NGF) (C-67)

Pandemic Response Projects at Veterans Care Centers:

> Replace furnishings and fixtures, and make pandemic-related structural modifications at the two existing Veterans Care Centers in Richmond and Roanoke and the two currently under construction in Fauquier County and Virginia Beach

Resident Safety Enhancement Projects:

Authorizes federal funding and state matching funds for renovations projects at Sitter & Barfoot Veterans Care Center in Richmond. This includes replacement of the facility's water management system

Veterans Cemetery Construction Projects:

Authorize federal fund support to build new columbaria (for above-ground cremated remains) at state veterans cemeteries in Amelia and Dublin (FY22) and Suffolk (FY23)

Governor Youngkin's Budget Amendment



+\$9,000,000 (FY23 GF) +\$9,000,000 (FY24 GF) (Item 470)

"G. Out of the appropriation for this item, \$9,000,000 the first year and \$9,000,000 the second year from the general fund to expand services, including but not limited to opening additional veterans benefits offices in areas where the need for services is greatest, hiring of benefits staff in both new and established offices, and for additional positions in the Virginia Veteran and Family Support Services and Veterans Education, Transition, and Employment Services program areas as needed. The Department shall submit a report on how the funding was allocated and the additional services provided to the Governor, the Chairs of the House Appropriations and Senate Finance and Appropriations Committees, the Secretary of Finance, and the Director, Department of Planning and Budget, by October 1, 2022."

Governor Youngkin's Budget Amendment Virginia Department of Voter



- Key Benefit Services operational priorities this funding will address:
 - New DVS office in the U.S. Department of Veterans Affairs (USDVA) outpatient medical center in Fredericksburg/Spotsylvania (\$230,00 and 2 FTE): new USDVA facility will open late 2023/early 2024. Expected to be largest of its type in the nation, expected to serve cachement area of more than 35,000 veterans. USDVA is building office for DVS in new medical center. With funding, DVS will hire/train in FY23 and be ready to place in new office in FY24
 - East Region Floater VSR (\$115,000 and 1 FTE): to support service and coverage in the eastern region during short notice absences of assigned Veterans Service Representatives
 - Senior VSR positions (\$500,000 and 4 FTE): create new position of Senior Veterans Service Representative (1 per Benefits Region) to serve as Subject Matter Experts for VSR training and quality control. Also provides backup (i.e. can serve as additional floater) during turnover. Provides opportunity for internal advancement important for recruitment and retention.
 - New VSR at Fort Lee (\$115,000 and 1 FTE): current office has only one VSR to support transitioning service members and area veterans. The Fort Lee office submits Benefits Delivery at Discharge (BDD) claims for personnel assigned to Fort Lee, a key service to transitioning service members. In addition, the office supports two itinerant sites in Hopewell. The workload is too much for one VSR, even with support from other area offices.
 - **Director of Operations (\$120,000 and 1 FTE):** to provide support to the four Benefits regions, procurement, training, and the Director of Benefits. There are 34 offices with over 115 assigned personnel geographically located throughout the Commonwealth. Issuing, maintaining and managing equipment as well as procurement for the service line is a tremendous task. This position would allow accountability for resources to include equipment, personnel and outreach management.





- Key Benefit Services operational priorities this funding will address:
 - Create "gold standard" digital hub for veterans benefits (\$750,000): deploy "gold standard" digital hub for Virginia's veterans and family members to fast-track eligibility for and access to veterans benefits across multiple agencies/platforms.
 - Place additional VSR in highest demand offices (\$1,250,000 and 10 FTE): most DVS offices have only two VSRs assigned. An additional VSR will be placed in the highest-demand offices to meet current/expected demand, plus expand services at mobile (itinerant) locations.
 - Veterans Service Organization Partnerships (\$1,000,000 and 2 FTE): support wage VSR positions in accredited Veterans Service Organizations (VSOs) to expand claims processing and submittals across Virginia. Provide training and other support to VSO.

Governor Youngkin's Budget Amendment Virginia Department of Volterans Serv



- Key Benefit Services operational priorities this funding will address:
 - Veteran Service Administrator (VSA) positions for DVS offices in Hampton, Richmond, and Salem VA Medical Centers: \$300,000 and 3 FTEs): VSAs plays an important role in the high-traffic medical center offices, where there is a constant flow of walk-in clients. Veterans leave their medical appointments throughout the hospital and come by our offices for assistance or are escorted by hospital personnel to ensure they are provided assistance. The VSA answers phones and controls walk-in traffic as Veterans Service Representatives (VSRs) continue to work claims development. This results in more veterans being served than if there was no VSA assigned.
 - Resume in-person Annual Training Conference (\$120,000): the annual in-person training conference brings all Benefits staff together once per year for intense in-person training. The conference was held virtually in 2020 and 2021 and funding diverted to cover other operating costs. The annual in-person training conference features professional trainers and facilitators from all areas to ensure all assigned meet accreditation requirements, including experts from the VA, Law Firms, Physicians, and others. This conference also covers annual statewide training requirements (HR, Finance, Conflict of Interest, etc.).

Governor Youngkin's Budget Amendment Virginia Department of Veterant



- Key Benefit Services operational priorities this funding will address:
 - Recruit and retain a highly-effective agency workforce (\$450,000): the DVS budget supports bringing in most new employees at entry level salaries (ex. \$40,000 for Veterans Service Representatives and Resource Specialists but does not support the future salary adjustments and/or recognition that employees expect to see as they grow in their careers. Over time, employees become more proficient, learn new skills, take on increased workload (i.e. more clients, more complex cases), and take on new responsibilities. VDVS lacks the funding needed to make the salary adjustments necessary to fairly compensate them for their skills, proficiency, output, and responsibility. Funding for salary adjustments and periodic bonuses are critical to recruit, reward, and retain existing staff. As an example, it can take up to nine months for new VSRs to become completely qualified. With this significant investment in time and money, it is imperative to retain these employees. The daily interactions with veterans when developing their claims can prove be stressful depending on types of claims and disabilities the veteran is experiencing at a given time.
 - Technology improvements to support customer service and training (estimated \$300,000): funding to support technology improvements (such as Docusign) to enable DVS to assist Veterans and family members who cannot physically visit DVS office. This will meet the requirements for a secure signature on VA documents. Funding will also support automation of training requirements required for VA accreditation/re-accreditation.



Governor Youngkin's Budget Amendment

- Key VVFS operational priorities this funding will address
 - Veteran Justice Specialist (VJS) for Virginia Veteran and Family Support (VVFS) Program North Region (\$115,000 and 1 FTE): this position will add critical capacity for Justice Involved Services (JIS) in Northern Virginia. Currently, North region has 1 full time VJS position however with an active role in the Fairfax and Prince William County Veteran Treatment Dockets and multiple localities interested in starting new treatment dockets, key Crisis Intervention Team (CIT) training roles with multiple law enforcement agencies in the region, and an active caseload for care coordination services for justice-involved veterans, the current position is at capacity. Additional regional capacity is needed to bolster JIS stakeholder outreach (law enforcement, local and regional jails, existing and new treatment dockets, Department of Corrections facilities etc.) and direct services provision.
 - Resource Specialist (RS) for Virginia Veteran and Family Support (VVFS) Program North Region (\$115,000 and 1 FTE): This position will add critical floater capacity in 3 military/veteran dense geographic areas served by VVFS offices in Fairfax, Manassas, and Springfield. The new RS will expand outreach in these areas. The position can also fill in for existing staff capacity challenges as they arise due to staff leave, military deployment, illness etc.
 - Resource Specialist (RS) for Virginia Veteran and Family Support (VVFS) Program East Region (\$100,000 and 1 FTE): Currently this area only has part-time RS since the positions that cover these geographic areas have special focus areas in the Veteran Justice Specialist and Family and Caregiver Support Coordinator (FCSC) roles. The current FCSC provides broader RS duties (care coordination/resource linkages) in a part-time capacity. This new position will build critical capacity for South Hampton Roads. The new RS will expand outreach in these areas and share office space with Chesapeake and Portsmouth offices for in person client services (in addition to building new itinerant site partnerships in these key areas. The position can also fill in for existing staff capacity challenges as they arise due to staff leave, military deployment, illness etc.
 - Targeted salary adjustments for recruitment and retention (\$145,000): the strongest asset is our top-notch staff, who are highly educated and credentialed, and are subject matter experts in their field. Provides funding for targeted salary adjustments for VVFS Team

Governor Youngkin's Budget Amendment

- Key Transition & Employment operational priorities this funding will address:
 - HIRE VETS NOW Skillbridge/Fellowship Program (\$250,000 and 2 FTEs) to provide transitioning service members the opportunity to network with V3 Certified employers offering 6-12 week internships to eligible applicants, with commander approval, up to six months prior to separation. Participation in a fellowship program while still serving in the military allows service members to gain marketable skills and experience to enhance your civilian career opportunities and likelihood of civilian employment success
 - Veteran Employer Liaisons for the Virginia Values Veterans (V3) Program (\$625,000 and 5 FTEs): 1,500 V3 certified employers have hired over 88,000 veterans and military spouses since 2012 launch. Additional staff is needed ensure continued program success by 1) providing high-level customer service and training to currently certified employers and 2) recruiting, training, and certifying new employers to increase the number of Veterans hired annually
 - Military Spouse Support Specialists (\$300,000 to support 4 wage positions): currently, there is only one employee that specializes in military spouse support for the entire Commonwealth of Virginia. The agency seeks to create regional presence in order to increase outreach and engagement with Virginia's military spouse population as well as increase integration with local, state, federal, private, VSO, non profit and other community partners
 - Targeted salary adjustments for Transition & Employment recruitment and retention (\$200,000): the strongest asset is our top-notch staff, who are highly educated and credentialed, and are subject matter experts in their field. Our staff is required to maintain a high level of customer service while case managing transitioning service members, Veterans and their families as well as fostering relationships with stakeholders and community partners. The operational and support staff also play an important role in the delivery of Transition and Employment services and are essential to the directorate's success.

Governor Youngkin's Budget Amendment Virginia Department of Virginia



- Key Transition & Employment operational priorities this funding will address:
 - Backfill Education program funding, freeing up funding to support T&E (\$120,000): new funding will backfill funding for three current wage positions for the Virginia Military Survivors and Dependents Education Program that are paid out a vacant (gapped) T&E position. With the funding restored, T&E can hire an additional transition coordinator to perform on-base briefings to transitioning military service members.
 - Transition Coordinators to provide on-base, in-person transition briefings for transiting service members (\$250,000 and 2 FTE): military bases provide a standardized transition briefing to transitioning military service members (TSMs). The same briefing is used at military installations worldwide. With these new positions, DVS would be able to provide "Virginia-specific" transition briefings at Virginia installations in order to "sell" Virginia as the destination of choice for TSMs and their families. The new positions would also support efforts to reach out to TSMs separating from bases outside Virginia, again with the focus on "selling" Virginia as the postmilitary destination of choice.

Governor Youngkin's Budget Amendment

- Key agency operational priorities this funding will address:
 - Create "Research Cell" for Data Analysis and Performance Measurement (\$9,000,000 and 2 FTEs) to enable agency leadership to make effective, data-driven business decisions and measure agency performance. This funding will support strategic and tactical-level data analysis to inform effective data-driven decision making, support new program development, and ensure effective use of agency resources. Also essential is measuring agency performance to ensure that we are delivering results for Virginia's veterans and families.
 - Human Resource Analyst (\$100,000 and 1 FTE): to support the new positions identified in this amendment.

Governor Youngkin's Budget Amendment Virginia Department of Veterans Services



- Key agency operational priorities this funding will address:
 - Deputy Chief Financial Officer to enable DVS to operate effectively, meet Commonwealth fiscal control standards, and perform strategic-level budget analysis to support agency operations (\$160,000 and 1 FTE): the Deputy CFO will manage finances for agency 912, to include ARMICS, future budgeting APA recommendation implementation, and the new funding in this proposal. This will allow the CFO to: provide fiscal oversight of the entire (912, 4 veterans care centers, and the Veterans Services Foundation), capital outlay and Treasury functions; lead financial strategic planning; and oversee capital project financing.
 - Communications messaging all that Virginia does for her veterans, and why transitioning service members and military retirees should choose Virginia as the place to live, work, raise a family, and go to school (\$370,000 and 1 FTE): currently DVS Communications has only 1 FTE to support the entire agency. Agency communications infrastructure support has not kept pace with this growth. Essential to the continued success of the VDVS communications team is having a 2nd full-time position and subject matter experts (SMEs) in graphic design, social media content development, videography, copywriting, website, and app maintenance. None of these SME functions requires a full-time employee - these specialist roles can be filled by P-14 (wage) or contracted employees. The need is essential for generating consistent awareness to the more than 710,000 veterans in Virginia who depend on awareness of access to the broad range of VDVS services.



Veteran Services Foundation



+\$55,04 (FY23 GF) +\$55,044 (FY24 GF) (Item 474)

• **Mission**: provide *supplemental funding* when state and federal resources are not available. Donations support selected programs and critical services offered through the Department of Veterans Services

Core Services

- Administer the Veterans Services Fund, request appropriations, and make allocations of revenue from the Fund to the Department of Veterans Services to provide supplemental funding for the Department's services and programs;
- Accept, hold, and administer gifts and bequests of money, securities, or other property, absolutely or in trust, for the purposes for which the Foundation is created;
- Take such actions as may be reasonably necessary to seek, promote, and stimulate contributions for the Fund

Introduced Budget:

 Additional funding for benefits costs, for discretionary, merit-based salary increases and bonuses, and to cover a wage gap for an administrative position

Department of Military Affairs (DMA)



+\$1,000,000 (FY23) +\$1,000,000 (FY24) (GF)

- <u>Provide Additional Funding for the National Guard</u> Tuition Assistance Program (Item 475):
 - Requests a +\$1,000,000 for year-1 and year-2 increase in General Funds for Program-108 in order to address two challenges: 1-Increase the individual tuition assistance to address the rising costs of tuition; and 2- enable the Department to extensively use this program as it was intended, as a recruiting and retention tool and have more capacity to accept more Virginia Guardsmen to the program. (SB71 and HB857)

+\$50,000 (FY23) +\$50,000 (FY24) (GF)

- Provide funding for a National Guard referral enlistment program (Item 479):
 - Increase GF program to fund a pilot program that will pay eligible personnel if they refer an individual for the Va National Guard and that individual successfully completes Initial Entry Training. (SB261 and HB210)



+\$15,000 (FY23) +\$15,000 (FY24) (GF)

- Provide funding to purchase civil disturbance protective gear (Item 477):
 - ➤ National Guardsmen in Virginia have been exposed to numerous incidents of lasers being pointed at them and projectiles being thrown or launched at them. Standard military eyewear protects against projectiles, but not lasers. This request will provide laser protective eyewear for approximately 100 soldiers, with the ability to sustain in future fiscal years.

+\$426,000 (FY23) \$0.00 (FY24) (GF)

- Provide funding for life cycle replacement and additional communications equipment (Item 479):
 - ➤ Increase the GF by \$426K for FY 23 to provide life-cycle replacement and additional communications equipment to ensure interoperable communications for emergency response operations. Current communications equipment, on the basis of age and technology, needs to be replaced.



- Provide funding to convert existing wage positions to full time (Item 477):
 - Increase GF by \$446,375 to convert 20 P-14 Trade Techs to P3 status. DMA experiences excessively high turnover rates in these key positions due to no benefits, low wages, low hours. Moving these positions to full time will enable DMA to be competitive with the market to recruit and hire staff to hold these positions long term.
 - These positions are currently funded at 50% federal and 50% state, this increase represents the required state increase cost to make these P3 positions.

- Provide funding for cyber security audits (Item 479):
 - Increase general fund base budget by \$150K per year to fund Cyber vulnerability studies for State Agencies and local governments.



+\$500,000 (FY23) (GF)

- Provide funding for State Active Duty healthcare insurance coverage premiums (Item 479):
 - Funding to cover the cost of employer portion of health care insurance premiums incurred by members of the National Guard or a Service Member of the Virginia Defense Force when the following circumstances are met i) a state of emergency has been declared by the Governor; ii) the declaration of a state of emergency activated the Virginia National Guard or the Virginia Defense Force; and iii) a Service Member was called to State Active Duty under the declaration of state of emergency for greater than 14 days. (SB719 and HB642)

Va. Department of Military Affairs Capital Outlay



+\$3,000,000 (FY23) (GF) +\$9,000,000 (FY23) (NGF)

- Provide funding to continue improvement of Readiness Centers (C-70):
 - The average age of RCs is 44 years with 30% over 50 years old, lacking modern mechanical and information technology systems, equipment storage, and training space. 64% of RCs have space shortages directly impacting their ability to support mission requirements.

+\$250,000 (FY23) +\$250,000 (FY24) (GF)

- Provide planning funds to prepare for federal project funding (C-71):
 - ➤ The establishment of a fiscal mechanism to be used for planning and state matching construction funds, which include project management and soft costs.







Questions?

Secretary of Veterans and Defense Affairs, Craig C. Crenshaw